

# Credit Guide

This Credit Guide provides you with the key information that you need to know to make an informed and confident choice when engaging our products and services. This Credit Guide summarises our goals and standards, offerings, fees, and commissions. Please ask if you need more information or clarification.

This Credit Guide has been generated by:

<b>Australian Credit Representative</b>	Compare The Market Ltd (ACR # 462798) ( <b>CTM</b> )		
<b>Address</b>	<ul style="list-style-type: none"> <li>Level 13, Toowong Tower,</li> <li>9 Sherwood Road</li> <li>TOOWONG QLD 4066</li> </ul>	<b>Phone:</b>	<ul style="list-style-type: none"> <li>1800 552 834</li> </ul>
<ul style="list-style-type: none"> <li><b>Australian Credit Licence</b></li> </ul>	<ul style="list-style-type: none"> <li>Australian Finance Group Ltd (ACL # 389087) (<b>AFG</b>)</li> </ul>		

## Overview

CTM is a Corporate Authorised Representative of AFG which holds the necessary licensing in accordance with the National Consumer Credit Protection Act, 2009. You can be confident that we are held accountable to not only our organisations high ethical standards / values, but also have a responsibility to maintain the regulatory standards that are set by both Commonwealth and State governments.

## Home Loans

When you enquire about a home loan product through CTM, your enquiry will be directed to an AFG mortgage broker who will contact you.

An AFG broker will complete a Preliminary Credit Assessment to determine what kind of loans would be suitable for you. In consultation with you, they will find out and discuss with you your financial situation, financial objectives and borrowing needs before we determine which loan product may suit your situation / requirements.

For the purposes of the Preliminary Credit Assessment, the broker will need to ask you some questions in order to assess whether the loan is not unsuitable such as:

- make reasonable inquiries about your requirements and objectives;
- make reasonable inquiries about your financial situation;
- take reasonable steps to verify that financial situation.

The assessment will be conducted prior to recommendation of a particular product. The assessment will involve collection and verification of financial information to determine the appropriate loan amount and the loan costs associated with entering a credit contract. This will ensure that your circumstances will be assessed appropriately and that the options suggested will not place you in financial hardship. Once completed, this Preliminary Credit Assessment is only valid for 90 days. A copy of the Preliminary Credit Assessment will be available to you, on request - this will be available up to 7 years.

## Lender and Products

<b>Lenders available</b>	We aim to provide you with information from a range of lenders and products / loans. Once you have made an enquiry , CTM will refer your enquiry to an AFG mortgage broker who will help you find a loan that is suitable for you, and obtain an approval from the lender.
<b>Commonly used lenders</b>	The list below documents the 6 most commonly used Lenders by AFG. This does not reflect all the financial institutions that AFG conducts business through.
	<b>Financial Institutions</b>

	<ol style="list-style-type: none"> <li>1. Commonwealth Bank</li> <li>2. ANZ</li> <li>3. Westpac</li> <li>4. NAB</li> <li>5. Bankwest</li> <li>6. St George Bank</li> </ol>
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## ***Fees, Charges, Commission and Disclosures – Home Loans***

Fees payable by you to third parties	When the credit application (loan) is submitted, you may need to pay the lender's application fee, valuation fees, or other fees that are associated with the loan application process, even if the loan is ultimately unsuccessful.
Fees payable by you to AFG	If a fee is payable by you, this will be disclosed in a Credit Quote that will be provided to you by the mortgage broker. If a Credit Quote is not supplied, this will indicate that You will not be charged any fees.
Fees payable by you to CTM	CTM does not charge consumers any fees.
Payments received by AFG	Please take notice that AFG may receive fees, commissions, or financial rewards from Lenders in connection with any finance it arranges for you. These fees are not payable by you. The commission / brokerage depends on the amount of the finance and may vary from product to product. You can obtain information from AFG about how fees and charges are worked out and a reasonable estimate of the commission.
Payments received by CTM	Please take notice CTM may receive commissions which are paid to AFG by lenders and then on paid to CTM by AFG in connection with finance arranged by AFG brokers following enquiries referred by CTM to AFG mortgage brokers. This commission is not payable by you. The commission depends on the amount of the finance and may vary from product to product. You can obtain information from CTM about how its commission is worked out and a reasonable estimate of the commission.
Fees payable by AFG to third parties	AFG may pay fees to call centre companies, real estate agents, accountants, or lawyers and others for referring you to AFG. These referral fees are generally small amounts in accordance with usual business practice. These are not fees payable by you. On request you can obtain a reasonable estimate of the amount of the fee and how it is worked out. From time to time, AFG may also remunerate other parties through payments, rewards or benefits.
Volume bonus arrangements with AFG	<p>AFG and its brokers may receive additional remuneration in the form of bonuses. AFG has bonus arrangements in place with ANZ, CBA and Westpac. Bonus remuneration is based on various parameters including loan submission quality, loan conversion ratios, loan portfolio growth and loan volume.</p> <p>Those financiers may pay additional commission directly or indirectly depending on whether AFG (through its member base) meets the financiers' bonus parameters.</p>

## ***Credit Cards***

When you enquire about a credit card product through CTM, you will click through to the website of the relevant product provider.

<b>Providers available</b>	We aim to provide you with information on a range of credit card products from providers who participate on the CTM Website.
<b>Participating Providers</b>	CTM does not compare all credit card products available in the market. It compares certain products from the following participating providers:

	<b>Credit Card Provider</b> <ol style="list-style-type: none"> <li>1. American Express</li> <li>2. Bankwest</li> <li>3. David Jones</li> <li>4. NAB</li> </ol>
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### Fees, Charges, Commission and Disclosures – Credit Cards

Fees payable by you to third parties	When the credit card application is submitted, you may need to pay the provider's application fee or other fees that are associated with the application process, even if the application is ultimately unsuccessful.
Fees payable by you to AFG	Nil
Payments received by AFG	Nil
Payments received by CTM	CTM may receive a fee for each credit card application resulting from its services. The fee varies according to the type of credit card, the provider and whether the application is submitted, referred or approved. The fee may be up to \$250 for standard credit cards (cards other than business, platinum and black credit cards) and up to \$500 for business, platinum and black credit cards.
Fees payable by you to CTM	Nil. CTM does not charge consumers any fees.

## **Complaints**

There may be instances from time to time, where you may be dissatisfied with the CTM website or services. If you have a complaint about the service, the following steps or avenues for resolution are available to you.

### **Step 1**

Most complaints arise from miscommunication and can usually be fixed quickly. So, please contact CTM on 1800 552 834 and tell them about your concerns.

### **Step 2**

If the issue is not satisfactorily resolved within 5 working days by talking with CTM, AFG may apply its internal complaints process to manage your complaint appropriately. In this instance, the complaint may be escalated to AFG's Complaints Officer. You may also contact the Complaints Officer directly.

### **Complaints Officer**

Name: Shirley Elliot (Australian Finance Group Ltd)

Phone: 08 9420 7888

Email: [shirley.elliott@afgonline.com.au](mailto:shirley.elliott@afgonline.com.au)

Address: 100 Havelock Street, WEST PERTH WA 6005

By using AFG's internal complaints process AFG hopes to assist you to resolve your complaint quickly and fairly. The maximum timeframe in which to provide a written response to you is 45 days, although in pursuit of best practice and the reputation of its organisation, AFG aims to resolve these issues in a much shorter time frame.

### **Step 3**

Although AFG and CTM try hard to resolve a customer's concern in the most considerate and direct manner, if you are not completely satisfied after the above steps have been attempted, you still have other avenues available to resolve the dispute. This is then managed externally and independently.

This external dispute resolution (EDR) process is available to you, at no cost. Two EDR schemes may be listed below. This indicates that CTM and AFG are both required to be members (independently) of an ASIC approved EDR scheme. Where a Credit Representatives EDR is displayed, please contact that EDR scheme in the first instance for complaint escalation.

<b>EDR (Licensee)</b> Name: COSL Phone: 1800 138 422	<ul style="list-style-type: none"><li>• <b>EDR (Credit Representative)</b></li></ul>
<ul style="list-style-type: none"><li>• Address: PO Box A252</li></ul>	<ul style="list-style-type: none"><li>• Name: COSL</li></ul>
<ul style="list-style-type: none"><li>• Sydney South NSW 1235</li></ul>	<ul style="list-style-type: none"><li>• Phone: 1800 138 422</li></ul>
	<ul style="list-style-type: none"><li>• Address: PO Box A252 Sydney South NSW 1235</li></ul>

### ***Things you should know***

We don't make any promises about the value of any property you finance with us or its future prospects. You should always rely on your own enquiries. We don't provide legal or financial advice. It is important you understand your legal obligations under the loan, and the financial consequences. If you have any doubts, you should obtain independent legal and financial advice before you enter any loan or credit card contract.